



ASIAN & PACIFIC ISLANDER WELLNESS CENTER

Program Specialist (Transgender Services) - FTR092017

Agency Description:

API Wellness is an LGBTQ and people of color health organization that transforms lives by advancing health, wellness and equality. We strengthen well-being and lead under-served communities—of any race, ethnicity, gender identity, sexual orientation, or immigration status—toward justice and health. Founded in 1987 as an all-volunteer, community-based response to the AIDS crisis in communities of color, we are based in San Francisco's Tenderloin neighborhood; we operate local, regional, statewide, and national programming.

We believe that everyone deserves to be healthy and needs access to the highest quality health care.

Position Description:

The Program Specialist will support two half day specialty clinics for target communities, one serving the Transgender community and the other for transitional age youth (TAY). The specialist will work with the Program Manager and clinic staff to manage the daily flow as well as doing outreach to bring clients in. This position will also provide limited case management and enrollment assistance for individual clients. The specialist will also support the day-to-day operations of the Trans: Thrive (a wrap-around drop in service center offering educational workshops and social programs to support transgender clients to improve their health and well-being, reduce risk for HIV and substance abuse, and provide seamless referrals and linkages). This position requires evening and weekend hours.

MAJOR RESPONSIBILITIES

- Collaborate with various local organizations and other API Wellness programs to build awareness of our clinics options
- Develop, discover and attend community events in order to promote coverage options and the mission and services of the organization and clinics
- Develop, distribute and provide outreach information for the clinics, including but not limited to pamphlets, brochures, ads, website information, and social media posts
- Provide enrollment assistance (including but not limited to completing coverage applications, gathering required documentation and troubleshooting the enrollment process) for uninsured clients to access subsidized, low-cost and free health insurance programs.
- Provide case management to clients, engage in follow-up conversations and referrals to additional services as necessary.
- Works with agency staff to recruit, train and utilize volunteers to increase program capacity.
- Attend and successfully complete all required training programs; participate in ongoing conference calls, webinars, and other professional development opportunities.
- Participate in required department, inter-departmental and agency-wide meetings, trainings, and activities, which may include some evening and weekend hours.
- Perform data collection, data entry, maintenance, and timely submission of documents for monthly reports and track client enrollment/activities and contractual program documentation and reporting requirements

- Provide front desk coverage and drop-in support to Trans: Thrive, as needed
- Other duties and responsibilities as assigned

Minimum Qualifications

- A high school diploma or equivalency or equivalent life experience
- 3-5 years of working experience with transgender individuals and/or transitional age youth (TAY).
- Familiarity with issues and concerns of the Transgender community, sex workers and substance users; Experience in working with multiply-diagnosed patients (HIV, mental health conditions and substance abuse), sexual and gender minorities, immigrants and refugees
- Experience and comfort in conducting outreach in various types of settings.
- Experience and ability to work with sexual and gender minorities, refugees, immigrants, homeless, and multiple-diagnosed populations (those with substance use and/or mental health issues) applying harm reduction principles;
- Sensitivity to cultural and ethnic concerns as it relates to substance abuse and HIV
- Ability to maintain confidentiality and privacy of persons, documents, data, and communications;
- Intermediate Microsoft Office skills.
- Must be able to handle multiple tasks and work under pressure and have ability to work professionally and ethically within multi-racial and multicultural settings; and appropriately seek out support
- Ability to work independently as well as within a multidisciplinary team
- Demonstrated excellence in attendance and reliability, interpersonal, organizational, verbal, and written communication skills
- Detail-oriented with strong follow-through skills, including attention to and respect for detail, accuracy, and deadlines
- Flexible schedule with ability to work weekends, evenings, and non-traditional work hours

Preferred Qualifications

- Bachelor degree in health or related field.
- Familiarity with public benefits and health insurance programs in San Francisco or California.
- Familiarity with resources for Trans folks and TAY San Francisco or California.
- Fluency in English and Spanish.

Location:

- San Francisco, CA

TO APPLY: ONLY applications submitted through our online database will be considered. Please include both your cover letter and resume when prompted to insert your resume in the database here:

<https://home.eease.com/recruit/?id=15632631>

We offer a comprehensive compensation and benefits package which includes: medical, dental and vision insurance, generous vacation, sick leave and holidays, one-month sabbatical, 403(b) with employer match, flexible work schedule, flex spending account, life insurance, long-term disability, professional development opportunities and more! (Benefits guidelines and eligibility vary based on tenure, employment status and FTE, among other factors.

Asian & Pacific Islander Wellness Center is an equal opportunity employer committed to identifying and developing the skills and leadership of people from diverse backgrounds. Asian & Pacific Islander Wellness Center does not discriminate on the basis of age, ancestry, citizenship status, color, creed, disability status, gender identity, HIV status, marital status, medical condition, genetic information, national origin, pregnancy, race, religion, sex, sexual orientation, veteran status, or any other legally protected class.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records